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**Announcing a New Customer Services Support Contract**

The Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) is delighted to announce that MassHealth has signed a contract with MAXIMUS, Inc. for the integration of its Medicaid member and provider services. MassHealth currently employs two separate vendors for customer services, one responsible for provider relations and another for member relations. The integration of these vendor relationships on July 1, 2005, into one comprehensive customer service model will improve efficiency, facilitate information retrieval, cut administrative costs, and foster a stronger partnership between MassHealth and all of its customers.

MAXIMUS, Inc., based in Reston, Virginia, has 5,500 employees located in more than 280 offices around the country. MAXIMUS provides complete program management and operations services to state and local governments, as well as the federal government. Key partners in the new contract are Electronic Data Systems (EDS), and Vecna Technologies, Inc. EDS provides a broad portfolio of business and technology solutions to help its clients worldwide improve their business performance. EDS has approximately 117,000 employees located in 60 countries throughout the world. Vecna Technologies is a privately held enterprise architecture, software engineering, and research and development firm, headquartered in College Park, Maryland.

Medicaid Director Beth Waldman praised the new partnership. "Fundamentally, this new model represents a better and more efficient way for MassHealth to serve its members and providers," said Waldman. "MAXIMUS, EDS, and Vecna Technologies have put together a team that combines a dedication to the basics of customer support with new, cutting-edge innovations that will make MassHealth a more welcoming program for our members and a more user-friendly business partner for our providers."

This streamlined and enhanced service is only the first step. In accordance with the Health Insurance Portability and Accountability Act's (HIPAA) administrative simplification goals, a number of new customer service enhancements will be implemented in the upcoming months to improve the ways MassHealth relates to its members and providers. A key component of this integration is the implementation of self-service functionality via the Commonwealth's Web portal, [mass.gov](http://mass.gov), allowing both providers and members to "help themselves" to information, apply online to be a MassHealth provider, update demographic data, and more.

MassHealth will be working with providers, provider associations, and other stakeholders between now and the contract start date to provide additional details about the new, integrated approach to customer services.

MassHealth is the Massachusetts Medicaid program, a joint state and federal program that provides health care benefits through approximately 27,000 providers to nearly one million members across the Commonwealth. MassHealth's mission is to help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.